

AGN. NO. \_\_\_\_\_

MOTION BY SUPERVISOR DON KNABE

August 10, 2004

The Hahn Hall of Administration experienced a major network outage during the week of July 26 that prevented users in multiple departments from accessing e-mail and other critical documents. The outage lasted for several hours during the business day. The outage also affected numerous field offices and other remote users whose computer systems access the servers and systems based in the Hahn Hall of Administration. In addition to the network outage, a software problem occurred on our Microsoft Exchange Servers that caused a separate outage that affected the Board of Supervisors' access to e-mail.

**I, THEREFORE, MOVE THAT** the Board of Supervisors direct the Executive Office and the Chief Information Officer to report back to the Board within two weeks on the causes of the recent outages and to outline specific steps that have been and will be taken to prevent these types of outages from occurring again.

- M O R E -

MOTION

MOLINA	_____
BURKE	_____
YAROSLAVSKY	_____
ANTONOVICH	_____
KNABE	_____

At a minimum, the report should detail redundancy, failover, and network upgrade steps that will be taken. In addition, any possible vendor equipment failures and the vendors' and service providers' response to our outages should be documented.

MG:di